

长荣航空订位提醒

提醒输入旅客移动电话及电子邮件信箱。由于旅游旺季/台风季节来临，为确保航班变动讯息可实时传达予旅客，加上许多国家针对班机异动之旅客通知作业已有法规规范，若未遵守，销售代理人可能需支付所衍生之旅客赔偿或政府罚款。故敦请同业协助内部倡导与配合下述事项：

1. 敬请同业协助提供旅客手机以及电子邮件信箱，以正确的指令格式输入旅客的订位纪录中。当航班异动发生于班机启程前 7 天内，本公司将透过其指定的手机号码以及电子邮件信箱发送简讯通知旅客。请输入
 - (1) 正确的 SSR CTCM 及 CTCE 格式；如果提供的联系信息或指令格式不正确，将会导致简讯或电子邮件发送失败。
 - (2) 手机号码请输入国码及手机号码。手机号码前置数字 0 请勿输入。
 - (3) 本公司可提供中文(ZH)以及英文(EN)两种发送语言，请在指令中指定希望收到的语言别，如果没有指定或输入其他种语言，将一律以英文发送。
2. 长荣航空提供”航班信息简讯传送服务”，请多倡导旅客善加利用长荣航空官网『航班到离简讯提醒』功能，同业或旅客只要于航班启程前 7 天内登记此项服务，将可于选定的通知时间内获得最新的航班变动讯息。
3. 请定时进入贵公司使用订位系统之 Q 信箱查看，以避免遗漏或延迟任何需要立即通知旅客的重要讯息。(如航班异动通知)

长荣航空感谢您的支持与爱护。

Reservation Handling Reminder

Reminder of providing passenger mobile number & e-mail. With the coming of peak/typhoon season, to **ensure flight change messages** can be delivered to **passengers timely** in case of flight disruptions, we require your cooperation to provide passenger contact information in PNR. Moreover, some countries have already included it in the related air passenger regulation, failure to do so, the booking agent may be claimed for the compensation or be fined by the government regulation. We **need your cooperation as below**:

1. You are required to record **passenger's mobile number** and/or **E-mail address** with correct entry formats in **each PNR**. We will send SMS to the appointed mobile phone and/or e-mail whenever there is schedule change to a flight within **7 days** prior to **departure**. For all GDS users, please
 - (1) Use correct SSR CTCM/CTCE entry formats to provide the passenger contact information. If the contact information is provided in different format other than described above, will cause SMS or e-mail sending failure.
 - (2) Mobile phone number shall contain with country code and

the phone number (omitted any prefix digit 0).

(3) We can provide 2 language options, Traditional Chinese(ZH) and English(EN), please specify the prefer language in the entry. SMS/E-mail will be sent in English if language type is blank or other than ZH/EN is specified in the entry.

2. EVA AIR also provides “Global Flight Information Short Message Service”, can provide the up-to-date flight information for passenger by SMS. Travel agents and/or passenger can register the service via our website. This service can be subscribed within 7 days prior to flight departure, the flight message will be sent to the appointed mobile number by SMS on the selected notification time.

3. May we have your cooperation to check CRS Queue boxes on daily basis to prevent missing or delaying any important message which needs immediate action .(e.g. flight schedule change notification)

We thank for your attention and support to EVA AIR as usual.